

Competency Standard

UNIT TITLE: MAINTAIN AND OPERATE AN INDUSTRIAL LAUNDRY		NOMINAL HOURS: 60 hours
UNIT NUMBER: D1.HHK.CL3.04		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to operate an on- or off-premises industrial laundry to launder and dry clean items in commercial capacities using industrial equipment to support the needs of an accommodation establishment		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Perform basic laundry functions</p> <p>1.1 <i>Receive soiled linen</i></p> <p>1.2 <i>Sort/count items</i> for laundering</p> <p>1.3 <i>Weigh items</i></p> <p>1.4 <i>Operate washer extractors or CBWs</i></p> <p>1.5 <i>Operate dryers</i></p> <p>1.6 <i>Complete finishing process</i></p> <p>1.7 <i>Sort linen for re-wash</i></p> <p>1.8 <i>Sort linen for repairs</i></p> <p>1.9 <i>Count/package and transport linen</i></p> <p>Element 2: Perform dry cleaning functions</p> <p>2.1 <i>Receive and check items</i></p> <p>2.2 <i>Sort items for dry cleaning/washing</i></p> <p>2.3 <i>Complete stain removal process</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to laundering facilities supplied by the labour divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping</p> <p>Receive soiled linen may include:</p> <ul style="list-style-type: none"> • By client • By delivery times • Methods of transportation. <p><i>Sort/count items</i> may include:</p> <ul style="list-style-type: none"> • Physically counting items received • Taking into account care labels • Factoring in customer/source information – about stain type, requirements 	

<p>2.4 Operate dry cleaning machine</p> <p>2.5 Perform pressing, inspection, minor repairs and finishing activities</p> <p>2.6 Package and transport items</p> <p>Element 3: Complete and maintain laundry records</p> <p>3.1 Complete required <i>internal records</i></p> <p>3.2 Complete required <i>external records</i></p> <p>Element 4: Undertake maintenance functions</p> <p>4.1 Understand and follow basic maintenance functions</p> <p>4.2 Arrange for <i>professional maintenance</i></p>	<ul style="list-style-type: none"> • Sorting by service required • Sorting by source • Sorting by urgency • Sorting by colour/colour fastness • Sorting by item type • Sorting by soil and stain • Sorting by fibre and fabric • Sorting by laundering method to be applied • Separation of damaged items • Checking pockets for contents • Checking clothing for jewellery. <p><i>Weigh items</i> may include:</p> <ul style="list-style-type: none"> • Using commercial weigh platforms. <p><i>Operate washer extractors/CBWs</i> must include:</p> <ul style="list-style-type: none"> • Following manufacturer’s instructions • Adhering to occupational safety and health requirements • Selecting the correct wash program – by considering the most applicable: <ul style="list-style-type: none"> ▪ Wash water temperature ▪ Rinse water temperature ▪ Water level ▪ Load weight ▪ Agitation cycle ▪ Detergent and other chemicals and additives to achieve cleaning of the wash
	<ul style="list-style-type: none"> • Checking gauges during process • Re-washing • Automation process.

Operate dryers relates to:

- Selecting the sequence of the loads depending on urgency and client requirements
- Selecting the correct temperature for each load
- Selecting the time for the cycle
- Grouping like items for the drying process.

Complete the finishing process may include:

- The feeding process
- Flatbed ironing, roll/cylinder ironing and multi-roll ironing
- Folding machines/manual folding
- Steam pressing – including use of guns and bucks
- Stacking.

Sort linen for rewash may include:

- Inspection during finishing
- Treating rewash items.

Sort linen for repairs may include:

- Condemning of linen
- Re-making of linen.

	<p><i>Count/package and transport linen</i> may include:</p> <ul style="list-style-type: none"> • Automatic counters • Stringing machines • Wrapping • Transportation methods. <p><i>Receive and check items</i> may include:</p> <ul style="list-style-type: none"> • Checking items received against count • Polymarking • Summary sheets. <p>Sort items for dry cleaning/washing may include:</p> <ul style="list-style-type: none"> • Sorting by colour/whites/darks/delicates • Sorting by fibre/fabric • Sorting by care label. <p>Complete stain removal will include:</p> <ul style="list-style-type: none"> • Using spotting board/chemicals. <p>Operate dry cleaning machine will include:</p> <ul style="list-style-type: none"> • Following manufacturer's instructions • Complying with all occupational safety and health requirements • Differentiating between solvents – perchlorethylene and white spirit • Assessing between load service of machines • Loading machine correctly
	<ul style="list-style-type: none"> • Selecting correct program for load type/classification • Selecting additive dispensing and preparing dosing system (where applicable)

	<ul style="list-style-type: none"> • Monitoring additives and dosing systems • Monitoring machine operation and dry cleaning procedures • Unloading garments. <p><i>Packaging</i> may relate to the use of:</p> <ul style="list-style-type: none"> • Garment tunnels • Heat sealing equipment • Bags and hangers. <p><i>Perform pressing , inspection, minor repairs and finishing activities</i> may include:</p> <ul style="list-style-type: none"> • Collars and cuffers • Pants topper • Hard head press • Body formers • Tunnel presses • Puff irons • Shirt folders. <p><i>Internal records</i> may relate to:</p> <ul style="list-style-type: none"> • Operational documentation • Labour records • Stock usage records • Breakdowns and malfunction records • Maintenance requests and records.
	<p><i>Package and transport</i> will include:</p> <ul style="list-style-type: none"> • Collating and matching items for return • Using promotional packaging • Using dry cleaning docketts

	<ul style="list-style-type: none"> • Using trolleys and racks. <p><i>External records</i> may relate to:</p> <ul style="list-style-type: none"> • Billing documentation • Customer records. <p><i>Professional maintenance</i> may relate to:</p> <ul style="list-style-type: none"> • Calling in professional maintenance assistance as required. <p>Assessment Guide</p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • The enterprise's policies and procedures in regard to laundering activities and levying laundry charges • Principles of chemical handling and safety • Basic maintenance of laundry equipment • Ability to use a variety of laundry cleaning techniques • Principles of infection control • Knowledge of fabrics, fibres. <p>Linkages To Other Units</p> <ul style="list-style-type: none"> • Receive and resolve customer complaints • Process transactions for purchase of goods and services • Launder linen and guests' clothes.
	<p>Critical Aspects of Assessment</p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • Understanding of stain charts and the demonstrated ability to identify stains and determine correct treatment for same • Demonstrated ability to sort, count and check laundry items

- Demonstrated ability to read and interpret 'care' and textile labels and to respond to individual client requests
- Demonstrated ability to use washing equipment/extractors
- Demonstrated ability to dry clean nominated items
- Demonstrated ability to use drying machines
- Demonstrated ability to use pressing, ironing, steaming and folding equipment
- Demonstrated ability to wrap and pack clothing, uniforms and general linen items
- Demonstrated ability to effect basic linen and clothing repairs
- Demonstrated ability to complete internal and external records and documentation.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace demonstration of a nominated range of laundry services and support activities including the use of dry cleaning equipment.

Resource Implications

- Training and assessment must include the use of real equipment (including dry cleaning equipment) and items for laundering
- Access to the enterprise's policies and procedures.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Inspection of finished products
- Role plays
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analysing information	1	Read 'care' and textile labels; read chemical and cleaning agent labels
Communicating ideas and information	1	Pass on information about stains
Planning and organizing activities	1	Plan laundry workload and priorities
Working with others and in teams	1	Cooperate with staff to deliver required laundry items

	Using mathematical ideas and techniques	1	Calculate dosage rates for chemicals and cleaning agents; process charges
	Solving problems	1	Determine stain treatment; resolve guest complaints
	Using technology	1	Operate laundry equipment